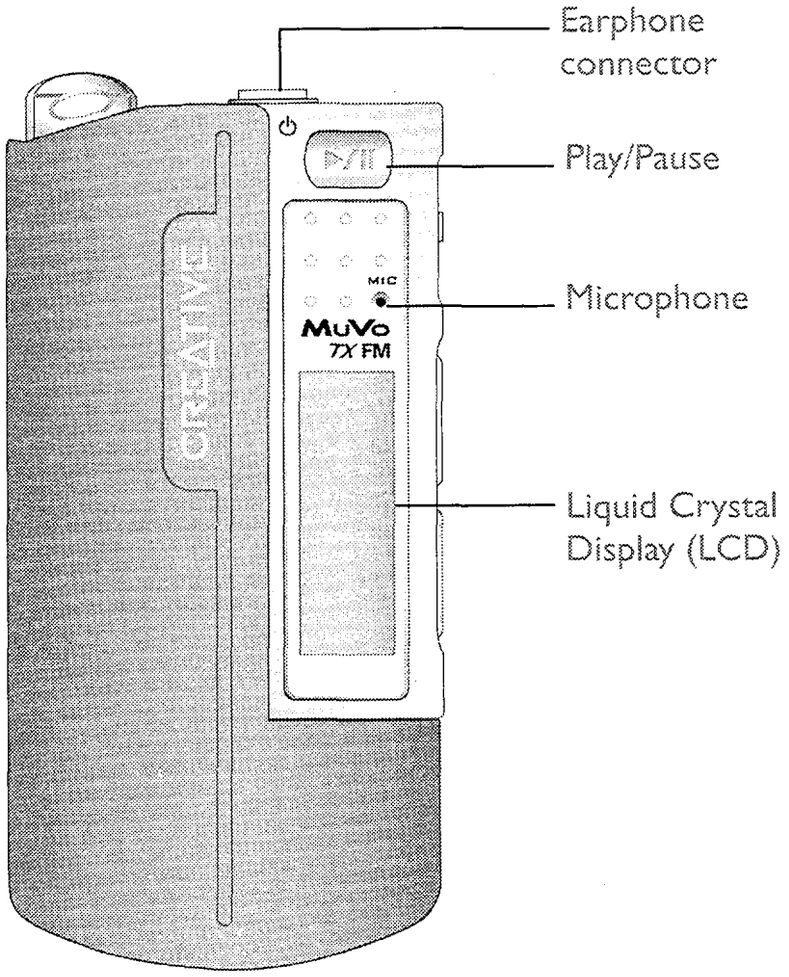
CREATIVE

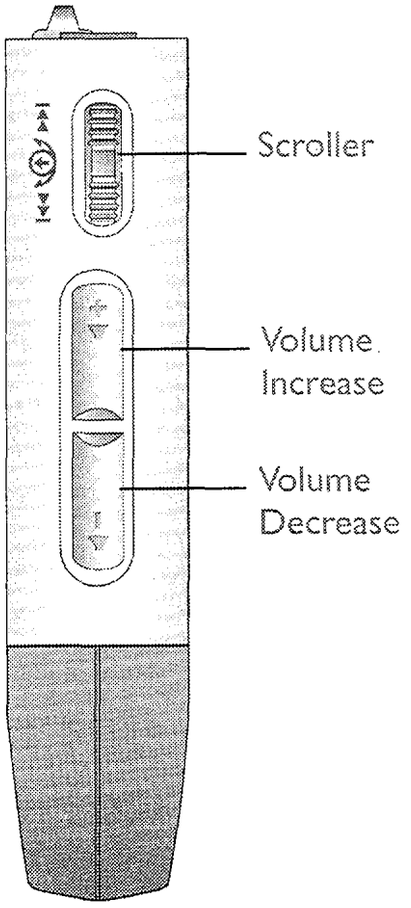
MuVo TX FM

Quick Start

Your Player At A Glance



Front View



Side View

Getting Started

Step 1

Install the Software

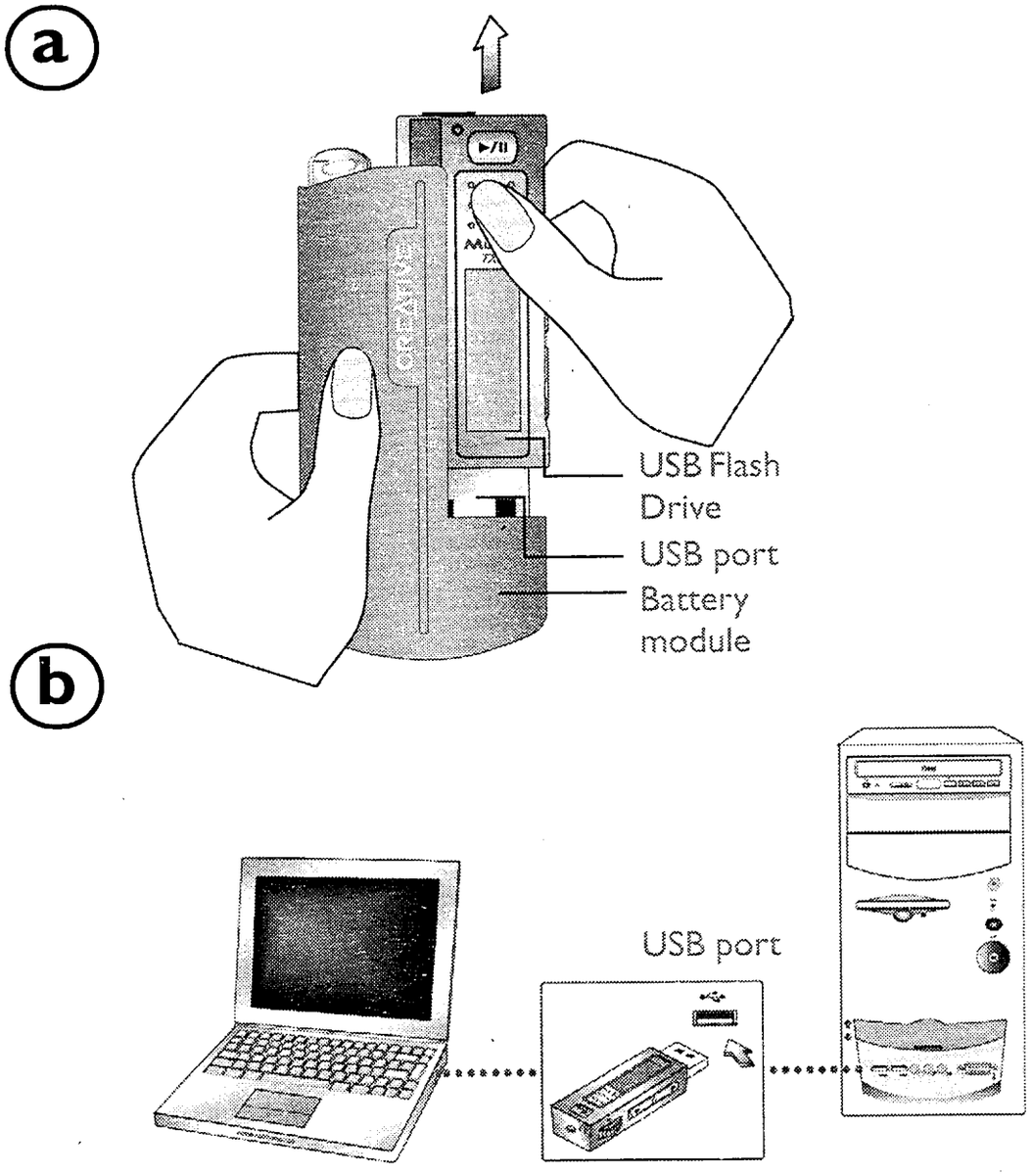
Your Creative MuVo TX FM comes with software that helps you create audio tracks, manage your music library and use your player.

1. Make sure that your player is not connected to your computer.
2. Insert the Installation CD into your CD-ROM drive.
3. The disc supports Windows AutoPlay mode and starts running automatically. If not, click **Start** →**Run**. In the **Open** box, type **d:\ctrun\ctrun.exe** (replace **d:** with the drive letter of your CD/DVD-ROM drive), and then click the OK button.
4. Click the **Install software for MuVo TX FM** to select it.
5. Click the **OK** button.
6. Follow the instructions on the screen.
7. When prompted, restart your system.

For Windows 2000/XP users:
To install the software, you must log in as the computer administrator. For more information, refer to your operating system's online Help.

Step 2

Connect the USB Flash Drive to your computer



Do not press the buttons on your USB Flash Drive while connecting it to your computer.

Step 3

Transferring tracks or files.

You must install the software (Step 1) before transferring tracks or files.

1. After connecting the USB Flash Drive to your computer, you will see Figure 1 on the player's LCD screen.

Figure 1

2. On your Desktop, right-click the **My Computer** icon, and then click **Explore**. The USB Flash Drive appears as a removable disk icon (Figure 2).

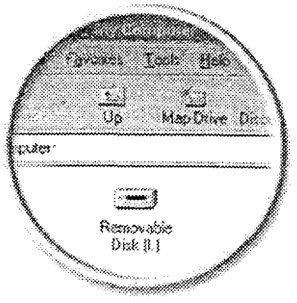


Figure 2

3. Drag and drop files into your player. During the transfer, Figure 3 appears on the LCD screen.

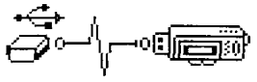


Figure 3

For Windows 98 SE users only:
Do not remove the USB Flash Drive until Figure 1 appears on the screen again for at least five seconds.
For other Windows operating system users only:
Make sure you stop your player properly, using the **Eject** or **Safely remove USB Mass Storage Device** option, before disconnecting it from your computer. Failure to disconnect the player properly can result in corrupted files or music tracks. See the "Troubleshooting" section in this booklet for details.

You can also use applications such as Creative MediaSource (included with the Installation CD) to manage the music tracks in your player.

Music tracks are played in alphanumeric order starting with the tracks in the root level followed by those in folders. The MuVo TX FM will only play supported music tracks that are stored in either the root level or the first level of a folder. Tracks stored in sub-folders of a folder will not be recognized.

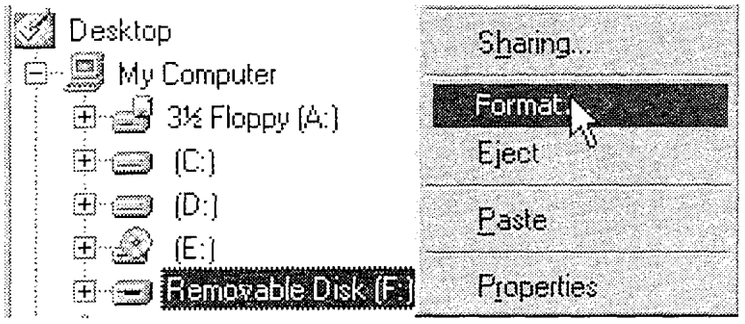
Formatting Your Player

Your MuVo TX FM must be formatted in the FAT or FAT16 file system only. Do not select FAT32 or NTFS. If those options are available in your operating system, those formats are not recognized by your MuVo TX FM.

Windows 98SE users must have MuVo TX FM drivers installed before formatting the player.

If you need to format your player, backup the files in your player first. When you format your player, all songs and files will be deleted. By default, your player is already formatted.

1. Connect your player to your computer's USB port.
2. Launch Windows Explorer on your computer. Your player is recognized as a Removable Disk in Windows Explorer.
3. Right-click the **Removable Disk** icon and click the **Format** option. The **Format F:** dialog box appears (replace **F:** with the drive letter of your player).
4. Follow the instructions on the screen to format your player.



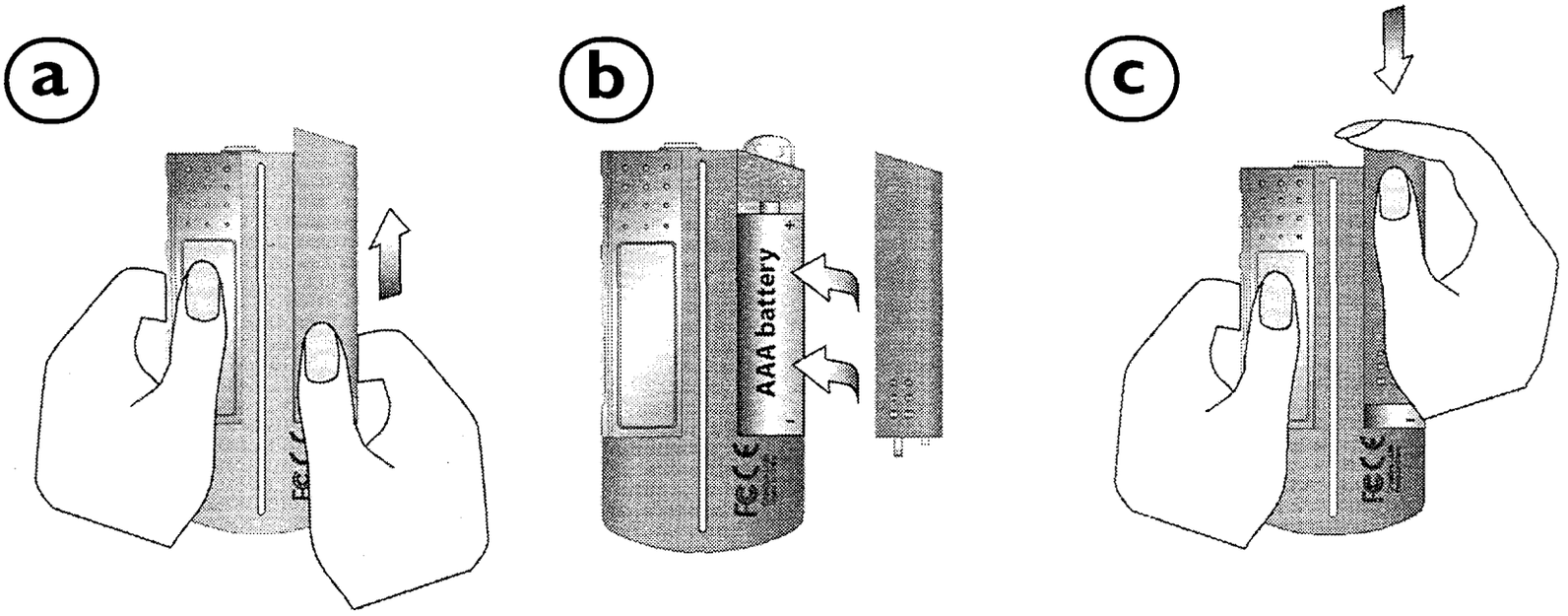
5. After the formatting is complete, make sure you stop your player before disconnecting it from your computer.

For more information about using Windows Explorer, refer to its online Help.

How To Use Your Player

Remember to unplug the USB Flash Drive from your computer and insert it into the battery module before turning on the player. For more usage information, refer to the PDF User's Guide. Go to **d:\manual\<language>\manual.pdf** (replace **d:** with the drive letter of your CD\DVD-ROM drive and **<language>** with the language the document is in).

Inserting the battery



The life of a battery depends on the type of battery used. It is recommended that you use an alkaline battery. With an alkaline battery, you can play up to fourteen hours worth of .MP3 files or eleven hours of .WMA files.

Using Your Scroller

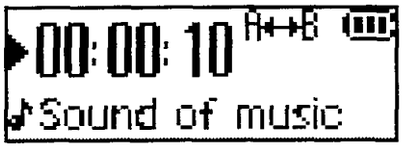
"Scroll Select", indicates that you should use the Scroller to scroll through options, and then select the option by pressing the Scroller.

1. Use the Scroller to scroll through options.

2. Scroll to an option.

3. Press the Scroller to select the option.

4. The selection appears.



Using Your Player

Turning on the player

Press and hold the **Play/Pause** button ▶/II for a few seconds. The Creative logo appears on the screen, followed by the **MuVo TX FM** logo, and there is music playback.

If your player contains no audio tracks, the message "No Music" or "No Recording" will appear onscreen, depending on whether you are in Music or Recordings mode.

Turning off the player

Press and hold the **Play/Pause** button ▶/II for a few seconds until after the Power off message disappears

Stopping/Pausing a music track

Press the **Play/Pause** button ▶/II.

Skipping folders (Albums)

Figure 4

1. Press the Scroller.
2. Scroll Select **Skip Folder** (Figure 4).
3. The **Skip Folder** menu appears.
4. Scroll to the folder that you want to skip to.
5. To resume normal playback, press the Scroller again.

For easy navigation, store your albums as folders in the root directory.

Making a voice recording

Figure 5

1. Press the Scroller. Scroll Select **Microphone** (Figure 5).
2. The recording bar appears onscreen.
3. Press the **Play/Pause** button ▶/II to start the recording.
4. Press the **Play/Pause** button ▶/II again to end the recording.
5. A name is automatically assigned to your recording and is saved in your player. The naming convention typically used is: **VOC [Current File Number]**.

When recording, the available recording time is determined by:
- available memory space in your player.
- battery power remaining in your player.

Listening to FM radio

To change the FM region

Perform these steps first when scanning for stations for the first time.

1. Press the Scroller.
   The Main Menu appears.
2. Scroll Select the **Settings** icon (Figure 6). A list appears.
3. Scroll Select the **FM Region** icon (Figure 7). A list appears.

Scroll Select the region that you are in.

Figure 6

Figure 7

To perform an autoscan and autosave

1. Press the Scroller.
   The Main Menu appears.
2. Scroll Select the **FM Radio** icon (Figure 8).
   A radio frequency appears on the LCD screen.
3. Press the Scroller.
4. Scroll Select the **Autoscan** icon (Figure 9).
   The player scans and stores channels it detects. At the end of the autoscan, it plays the first channel.

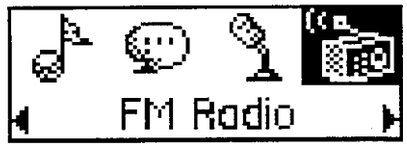


Figure 8

Figure 9

To select a channel

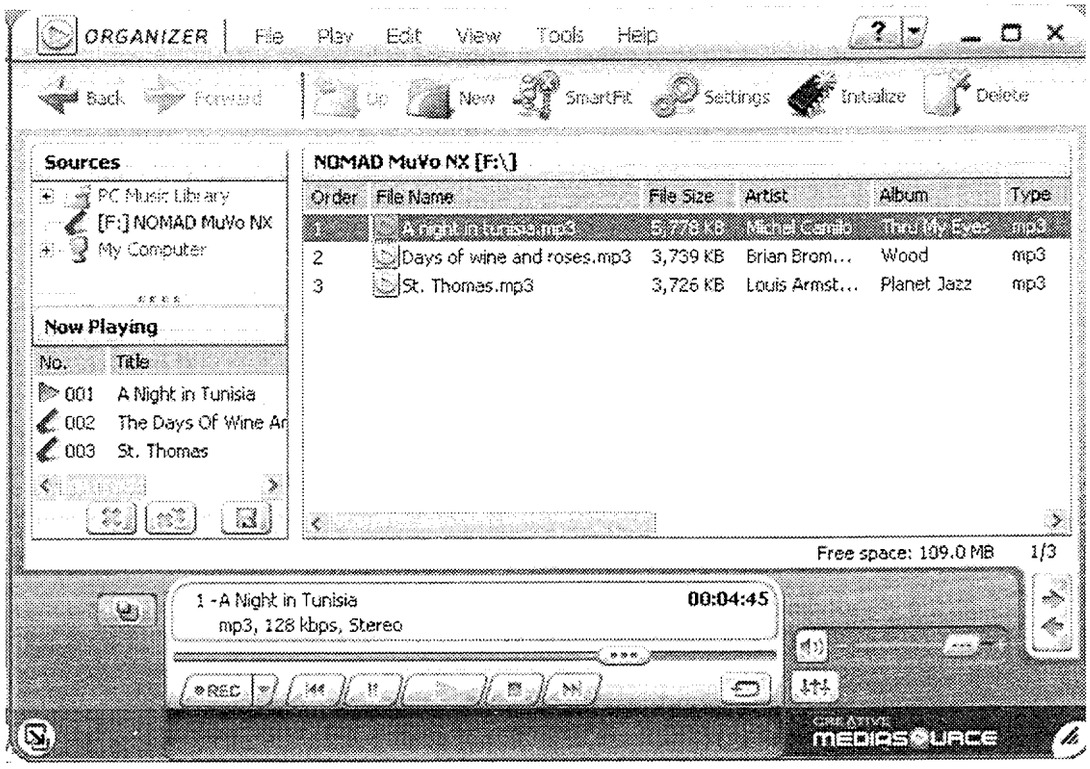
1. Press the Scroller.
   The Main Menu similar to appears.
2. Scroll Select the **FM Radio** icon (Figure 8).
   A radio frequency appears on the LCD screen.
3. Turn the Scroller to select the preset channel you want.

Software Included

Creative MediaSource

Creative MediaSource allows you to rip CDs and create high quality digital audio files, play and organize media files on your computer as well as transfer music tracks or files seamlessly to and from your player. Special features such as SMARTFIT, using intelligent track management and WMA compression, enables you to transfer a higher number of music tracks to your player. For more information, refer to the Creative MediaSource online Help.

Go to **Start -> Programs/All Programs -> Creative -> Creative MediaSource -> Creative MediaSource Organizer**.



Troubleshooting

When you turn on the player, an error message "File system error" appears before the player turns off.

Try formatting your player. See section "Formatting Your Player".

After playing the first few music tracks, the player skips a music track.

The player will only play .MP3, .WMA or .WAV recordings. Other files will be skipped.

Files or music tracks are corrupted when transferred to the player.

After the transfer is complete, make sure you stop your player before disconnecting it from your computer.

The player turns off immediately after it is turned on.

Check that the battery is not depleted.

I have to change the battery quite often. Is there anything I can do to make it last longer?

Some operations consume more battery power:

- a long backlight timeout setting. A shorter timeout conserves battery power.
- frequent use of fast forward/reverse.
- turning the player on/off too many times.
- frequent use of passive speakers or high-powered headphones.
- playback of .WMA files.

Can I play DRM-protected WMA files on my MuVo TX FM?

Yes.

How many files can I store in my player?

The number of files you can store in your player's root directory is determined by the file names in your player and your computer's operating system.

- If all your file names are in lower case and comply with the 8.3 or 9.3 file naming convention (for example, 12345678.MP3) you can store up to 256 files in your player's root directory. Note that a folder is considered as one file.
- If your files comply with the 8.3 file naming convention and have a mix of upper and lower case letters, you can store up to 128 files in your player's root directory.
- If you are using long files names, the maximum number of files that you will be able to store will be dependent upon the number of characters in the file names.

More Information

Creative Knowledgebase

Resolve and troubleshoot technical queries at Creative's 24-hour self-help Knowledgebase. Go to **www.creative.com** and select your region.

Register Your Product!

Enjoy a host of benefits by registering your product during installation, or at **www.creative.com/register**. Benefits include:

- Service and product support from Creative
- Exclusive updates on promotions and events.

Technical Support and Warranty

Technical Support information can be found on the Installation CD.
Go to **d:/support/<language>/support.pdf**

Warranty information can be found on the Installation CD as well.
Go to **d:/warranty/<region>/<language>/warranty.pdf**

Please keep your Proof of Purchase for the duration of the warranty period.

(replace **d:** with the drive letter of your CD-ROM/DVD-ROM drive, **<region>** with the region that you are in, and **<language>** with the language that your document is in).

WARNING: Handling the cord(s) on this product may expose you to lead, a chemical known to the State of California to cause cancer and birth defects or other reproductive harm. ***Wash hands after handling.***

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CREATIVE

P/N : 03PD051100007

CREATIVE®

User's Guide

MuVo® TX FM

User's Guide

MuVo TX FM

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Version 1.0

April 2004

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Contents

Contents

Safety and Handling Instructions

Caring For Your Player vi

Introduction

Before You Begin

Package Contents viii
Software Included viii
Creative Media Detector viii
Creative MediaSource ix
Creative MediaSource Player ix
Creative MediaSource Organizer ix
Adobe Acrobat Reader x
Minimum System Requirements x
Document Conventions xi
Web Information xii
Online Registration xii

1 A Tour of Your Player

Your Player at a Glance 1-1
Using the Scroller 1-3
Scroll Select 1-3
Selecting menu options 1-3

2 Getting Started

Inserting the Battery 2-1
Power Source and Level Indicators 2-2
Installing Drivers and Software 2-3
Connecting the USB Flash Drive to your Computer 2-4

3 Transferring Tracks or Files

Downloading from the internet 3-2
Creative MediaSource 3-3
Transferring Tracks or Files 3-3
Editing audio track information 3-4
Ripping Audio CD Tracks 3-5

4 Using Your Player

Turning On/Off your Player 4-2
Disconnecting your Player 4-3
Music Playback 4-4
Playing music tracks 4-5
Play Modes 4-6
Repeating music 4-7
Shuffling music 4-9
Playing a track once 4-10
Normal mode 4-11
Listening to FM Radio 4-11
Voice Recording 4-17
Making a voice recording 4-17
Recording FM Radio 4-18
Playing Recordings 4-19

EQ Settings 4-21
Enhancing Your Music 4-21
Skipping Folders 4-23
Deleting Tracks 4-23
User Preferences 4-24
Rotating the LCD screen 4-25
Locking and unlocking your Player 4-27
Formatting Your Player 4-28

Appendixes

A Technical Specifications

Size A-1
Weight A-1
Capacity A-1
Battery type A-1
Battery Life (playback time) A-1
Playback Formats A-1
Recording Formats A-1
Signal to Noise Ratio A-1
Channel Separation A-2
Frequency Response A-2
Harmonic Distortion A-2
Operating System/Firmware A-2
Headphone Out A-2
LCD Display A-2
Data Connector A-2
Firmware Support A-2

B Onscreen Diagram and Icon Guide

Information Diagrams B-1
Playback Icons B-2
Play Mode Icons B-3
Error Diagrams B-4

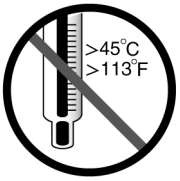
C FAQs and Troubleshooting

AutoPlay C-1
General C-2
Usage C-3
Digital Rights Management C-4

Safety and Handling Instructions

Caring For Your Player

While your player is quite robust, observing these handling procedures will prolong its life.



Do not store or use in areas exceeding 45ºC or 113ºF.

Do not subject to excessive force or impact.

Do not expose to heat or incinerate.

Keep away from excessive moisture.

Keep away from strong magnetic fields.

Do not dismantle.

Introduction

Congratulations on making an excellent decision in purchasing the Creative MuVo® TX FM!

Your player supports WMA files protected with Digital Rights Management (DRM).

Your new multi-format portable player allows you to store songs in the player's Music Library and also comes equipped with an USB 2.0™ connector, so you can transfer audio tracks and data quickly and easily. With your player's built-in microphone you can record your voice, and with the FM radio, you can listen to and record your favorite radio stations.

Your player also supports Advanced EQ features for audio enhancement. Your portable digital audio player supports multiple audio file formats, including MP3 and WMA. Recordings are saved in IMA ADPCM formats — mono for voice and stereo for FM radio.

Before You Begin

Package Contents

- MuVo TX FM (consists of one USB Flash Drive and one battery module)
- Armband or neckstrap
- Installation CD incorporating PDF User's Guide
- Quick Start Booklet
- Stereo earphones
- One AAA size battery

Contents may vary depending on product model and region of purchase.

Software Included

- Creative Media Detector
- Creative MediaSource
- Adobe Acrobat Reader

Creative Media Detector

Media Detector makes it easy for you to access multimedia content from various internal or external media. There is no need to hunt through a maze of different software to play different types of files.

Media Detector automatically recognizes the insertion or connection of CDs, VCDs, and external devices like Creative digital audio players. Upon recognition, the content in the media automatically starts playing.

Creative MediaSource

Creative MediaSource is your ultimate all-in-one digital entertainment software, designed for playing, creating, organizing and transferring digital music. It includes several applications like the MediaSource Player and Organizer.

For more information and usage details on Creative MediaSource, refer to its online Help.

Creative MediaSource Player

Unlike other media players, Creative MediaSource Player provides exclusive features (such as SmartFit), specially designed to manage and configure your MuVo TX FM more efficiently. With Creative MediaSource Player, you can play back a wide variety of digital audio and video formats such as MP3, WMA, WAV, Audio CD, Midi, VCD and AVI on the computer. You can also use the integrated recorder in Creative MediaSource to record audio.

Creative MediaSource Organizer

Creative MediaSource Organizer is an extended view of the Creative MediaSource Player, as it provides additional features to help you manage a huge music library more easily. With it, you can:

- rip Audio CDs and create high quality digital audio files (up to 320 kbps for MP3 and 160 kbps for WMA).
- configure the settings for the MuVo TX FM with Creative MediaSource while it is connected to your computer.
- "squeeze" more audio tracks into your player with SmartFit, which employs intelligent track management and WMA compression.
- view the contents of your computer and your MuVo TX FM using the dual-window transfer panel, convenient for file transfer.
- locate songs in a few seconds, just by typing some keywords into the sophisticated music search engine.

Adobe Acrobat Reader

Adobe Acrobat Reader is a software application that enables you to view and print Adobe Portable Document Format (PDF) files on all major computer platforms.

Minimum System Requirements

- Microsoft® Windows® XP, Windows 2000, Windows Millennium Edition (Me) or Windows 98 Second Edition (SE)
- Intel® Pentium® II 350 MHz, AMD® K6-2® 450 MHz or better processor (Pentium III 450 MHz or higher recommended for MP3 encoding)
- CD-ROM drive with digital audio extraction support
- USB 1.1 port (USB 2.0 port recommended)
- 64 MB RAM (128 MB recommended)
- 30 MB free hard disk space (more needed for storing audio)
- Installed mouse
- SVGA graphics adapter (256 colors, 800 x 600 resolution or better)

The software applications on the installation CD may have higher requirements for basic functionality. Refer to each application's documentation for details.

Document Conventions

We use icons to highlight useful or urgent information for you:

Tip. This tells you about shortcuts or hints relating to a feature.

Note. This highlights additional or important information about a feature.

Caution! This highlights proper usage of your product. Follow these directions to prevent the loss of data, or damage to your product or system.

Warning! This warns you of possible hazards that may result in bodily harm or life-threatening situations.

Web Information

The driver updates only work with MuVo TX FM players. Do not install these updates if you own a NOMAD MuVo or NOMAD MuVo NX player.

Visit www.creative.com regularly for information on:

- Firmware updates
- MuVo accessories
- Tips and tricks
- FAQs
- Troubleshooting
- Documentation updates
- Software updates or purchases
- Technologies used in your player
- An online glossary

Online Registration

Enjoy a host of benefits by registering your product during installation, or at www.creative.com/register.

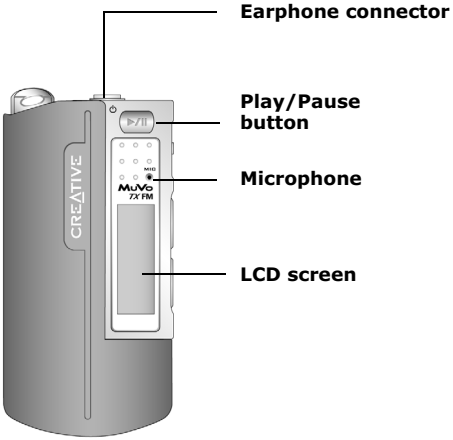
Benefits include:

- Service and Product support from Creative
- Exclusive updates on promotions and events

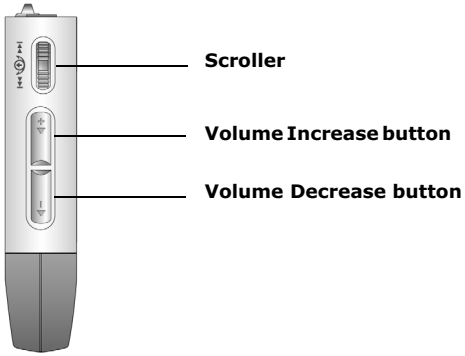
1 A Tour of Your Player

A Tour of Your Player

Your Player at a Glance



Front View



Side View

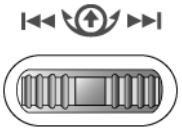
Button	What It Does	Usage Tips
PLAY/PAUSE	❍ turns the player on and off ❍ activates the LCD backlight ❍ starts, pauses or continues playback	❍ press and hold until the player turns on or off ❍ when your player is locked, press to turn LCD backlight on
VOLUME INCREASE	❍ increases the volume	❍ press and hold to increase the volume quickly
VOLUME DECREASE	❍ decreases the volume	❍ press and hold to decrease the volume quickly
SCROLLER	❍ skips to the previous/next track ❍ fast-forwards/rewinds a track ❍ scrolls through menu options ❍ selects menu options	❍ during playback, turn the Scroller to go to the previous or next track. ❍ during playback, turn and hold the Scroller to fast-forward or rewind the track ❍ turn the Scroller to scroll through menu options and press the Scroller to select them. This action is also referred to as "Scroll Select"

Using the Scroller

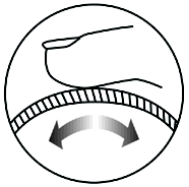
Scroll Select

To "Scroll Select", use the Scroller to scroll to the option you want, and select the option by pressing the Scroller.

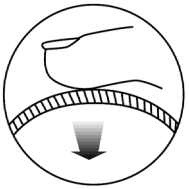
The Scroller is one of the most important features of your MuVo TX FM. In this document, we will use a new term, “Scroll Select”, to indicate that you should use the Scroller to scroll through options and then select the option by pressing the Scroller.



The Scroller (side view)



Use the Scroller to scroll through options

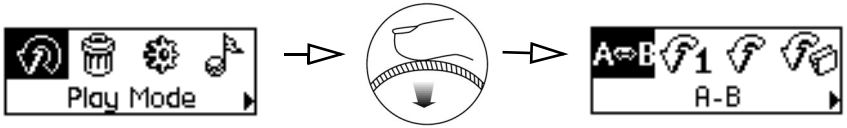


Press the Scroller to select an option

Depending on the screen you are in, you can have different menu options. You can also choose options from a list or a confirmation box.

Selecting menu options

You can use the Scroller to make selections in menus. For example, if you are looking at the Menu screen:



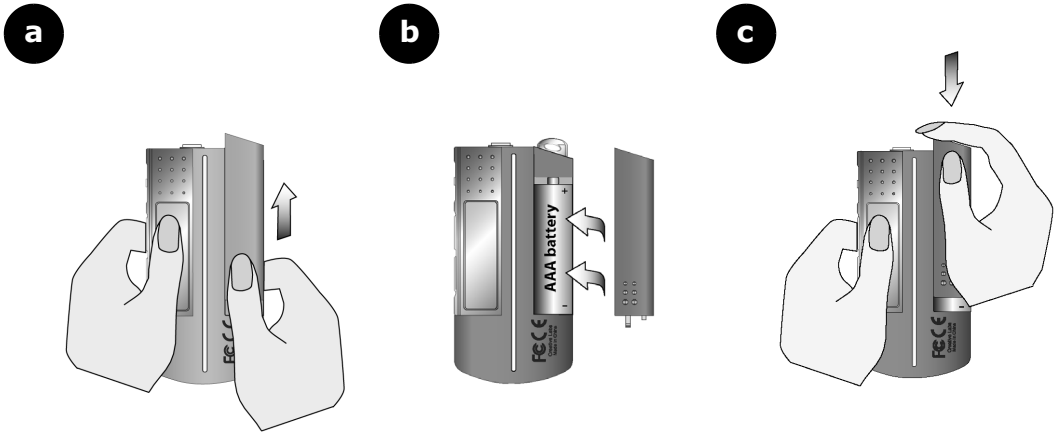
From the **Menu** screen to the **Play Mode Options** screen

1. Use the Scroller to scroll through the menu options.
2. Press the Scroller to select the menu item.

2 Getting Started

Getting Started

Inserting the Battery



Power Source and Level Indicators

The amount of playback time available depends on various factors (for example, volume level used). For more information, see "Usage" on page C-3.

After inserting the battery, your player displays one of the following icons, depending on the battery's status.

Icon	What the icon means	Notes
	❍ your player's battery is full	❍ this battery state icon shows that the battery is full
	❍ your player's battery is 60% full	
	❍ your player's battery is 30% full	
	❍ your player's battery is nearly empty	❍ change the battery at the earliest opportunity

Installing Drivers and Software

Windows 98 SE users must install the drivers to transfer tracks or files to the player.

To install the software, Windows 2000/XP users must log in as the computer administrator. For more information, refer to your operating system's online Help.

Your MuVo TX FM comes with drivers for Windows 98 SE, together with software that helps you create audio tracks, manage your music library and use your player. Windows XP, Windows 2000 and Windows Me users do not need to install drivers.

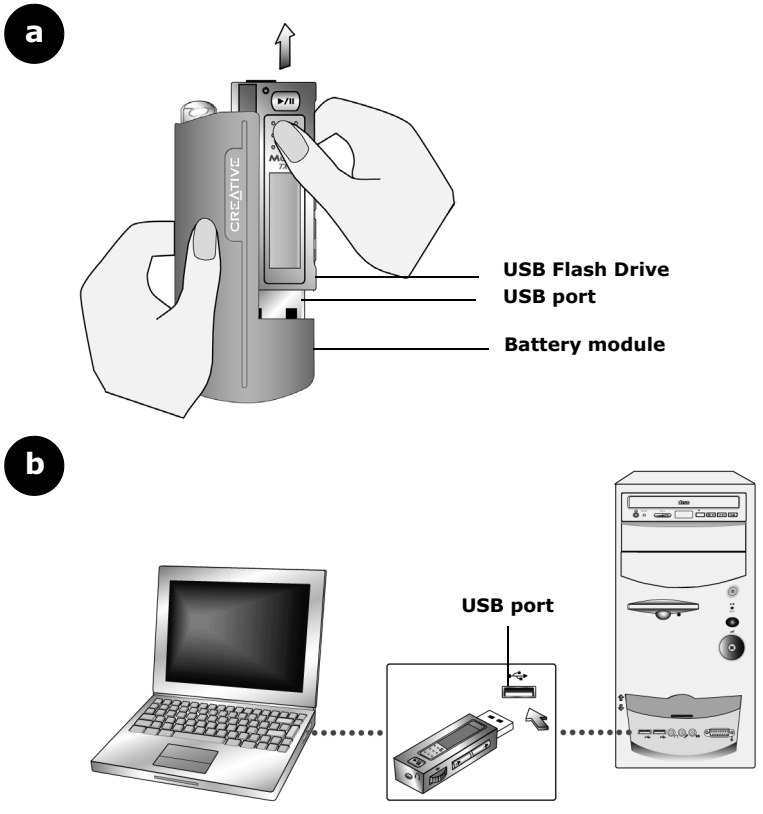
1. Make sure that your player is not connected to your computer.
2. Insert the Installation CD into your CD-ROM drive.
   The disc supports Windows AutoPlay mode and starts running automatically. If not, you need to enable your CD-ROM drive's auto-insert notification feature. For more details see "AutoPlay" on page C-1.
3. Click the **MuVo TX FM software** option to select it.
4. Click the **OK** button.
5. Follow the onscreen instructions to complete the installation.
6. If prompted, restart your computer.

Connecting the USB Flash Drive to your Computer

You are now ready to connect your player to your computer. Your MuVo TX FM features a USB 2.0 port for data transfers to and from your computer. Be sure that you have installed Creative MediaSource before connecting your player. To transfer audio or data files to your player, refer to "Transferring Tracks or Files" on page 3-3.

Your computer's USB port may be located on the back panel. If your USB Flash Drive does not fit into the USB port located on the front panel, connect it to the USB port located on the back panel.

Do not press the buttons on your USB Flash Drive while connecting it to your computer.



3 Transferring Tracks or Files

Transferring Tracks or Files

To listen to transferred audio tracks, your player must be in Music mode. For more information, refer to "Using Your Player" on page 4-1.

Before disconnecting your player from your computer, make sure that you stop your player properly first (see "Usage" on page C-3" for more details).

Creative MediaSource is included on your installation CD (see "Installing Drivers and Software" on page 2-3).

Creative MediaSource is the best way to organize and transfer audio to and from your player. This chapter includes basic instructions on using MediaSource to rip audio CDs, transfer tracks by manual selection, edit track information as well as to create and edit playlists.

Alternatively, you can use Windows Media Player to transfer tracks or files. If you have tracks or files without Digital Rights Management (DRM) content protection, you can use Windows Explorer to transfer them.

If you wish to download additional music tracks to your player, you can either download music tracks from Internet music sites (see "Downloading from the internet" on page 3-2) or rip them from audio CDs to your computer.

Music files must, however, be encoded into the supported formats (MP3 or WMA file formats), then transferred to your player with Creative MediaSource Organizer.

Data files can also be transferred and stored in your player. For example, if you want to transfer a large presentation or graphic file from one computer to another.

Downloading from the internet

To get MP3 files from the Internet, use a search engine to locate sites with MP3 content. You can use your MuVo TX FM player to download audio files from all the major Internet music download services. Follow the instructions on the site and download the music files to your computer.

It is illegal to encode MP3 files for trade or sale unless you have the express or explicit permission of the copyright holder(s).

Creative MediaSource

Only basic instructions on how to use Creative MediaSource with your player are provided in this chapter— extensive instructions are found in the MediaSource Help file.

Transferring Tracks or Files

After installation, you must restart your computer before trying out any of the installed applications.

With Creative MediaSource, you can transfer files and audio tracks to and from your player.

Using Creative MediaSource

1. If you are not already in Creative MediaSource Organizer, click the **Player/Organizer View** button.
2. Click the **Show/Hide Right Panel** button.
3. In the **Sources** window, select the source device.
   If you are transferring files from PC Music Library to a portable hard disk, select PC Music Library as your source.
4. In the **Content** window, select the tracks to transfer.
   CTRL-click to select multiple tracks.
5. In the **Right Panel** window, click the **Source** bar and select the destination.
6. Click the **Destination Transfer** button to transfer the selected tracks.
   The **Now Transferring** dialog box appears, showing the current transfer status.

Using Windows Explorer

1. On your desktop, right-click the **My Computer** icon, and then click **Explore**.
2. Drag and drop tracks/files into your player.

Editing audio track information

You may need to edit track information when the information is incomplete or wrong.

To edit information about a track

1. If you are not already in Creative MediaSource Organizer, click the **Player/Organizer View** button.
2. In the **Content** window, locate the track you want to edit, and right-click it.
3. Select the **Properties** option. A dialog box appears.
4. Select the **Tag Information** tab.
5. Click any of the track properties under the **Property** column. The entire row of information is highlighted.
6. Click on information in the **Value** field to edit the information.
7. Repeat steps 5 and 6 to change other track properties.
8. Click the **OK** button when all changes have been made.
   The new track information will be stored.

To edit information about multiple tracks

1. If you are not already in Creative MediaSource Organizer, click the **Player/Organizer View** button.
2. In the **Content** window, locate the tracks you want to edit, hold down the CTRL key and select them.
3. Right-click to edit the Album, Artist or Genre.
4. Type in the new Album, Artist or Genre.
5. Click the **OK** button.

Ripping Audio CD Tracks

Rather than manually entering track information, retrieve such audio CD information from CDDB before ripping tracks.

Change the default ripping format and bitrate for higher or lower quality audio. See Creative MediaSource's Help file for details

The first phase in making an MP3 file is extracting audio data from an audio CD. To extract audio data, you will need a CD-ROM drive that can extract digital audio data, and a program known as a Ripper. With Creative MediaSource Organizer, you can rip tracks from most audio CDs. This application uses the CD-ROM drive to read the audio tracks from the audio CD and stores it on your hard disk or directly into your player.

The time needed for a successful audio extraction depends on:

- CD-ROM drive speed
- defects, like scratches on the audio CD
- error-checking features on the CD-ROM drive

Encoding is the second phase of making an MP3 file. Encoders are used to convert the stored audio tracks, usually WAV files, into MP3 files. MP3 encoding is a lossy compression method where some data is lost during compression. However, using the standard sampling rate and bitrates will ensure that your MP3 files retain much of their audio quality. The standard bitrate of most MP3 files is 128 Kbps, although some are set higher, at 160 or 192 Kbps. Higher bitrates will result in larger MP3 file sizes, and may result in better audio quality. Use Creative MediaSource Organizer to extract audio tracks and encode MP3s.

You can rip an audio CD's tracks to your player, hard disk or PC Music Library. You can choose to rip an entire CD, or selected tracks from the audio CD.

To rip a CD

1. Insert an audio CD into your CD-ROM drive.
2. If you are not already in Creative MediaSource Organizer, click the **Player/Organizer View** button.
3. In the **Sources** window, select **[e:] Audio CD** (where "**e:**" represents your CD-ROM drive).
4. In the **Task** bar, click the **Rip Now** button.

To rip tracks from an audio CD

1. Insert an audio CD into your CD-ROM drive.
2. If you are not already in Creative MediaSource Organizer, click the **Player/Organizer View** button.
3. In the **Sources** window, select **[e:] Audio CD** (where **e:** represents your CD-ROM drive).
4. In the **Content** window, select the tracks to rip.
   Ctrl-click or Shift-click to select multiple tracks.
5. Drag the selected tracks to PC Music Library in the **Source** window.
   The **Transfer Queue** dialog box appears, showing the current ripping status.

4 Using Your Player

Using Your Player

Your player can function in **Music**, **Recordings, Microphone** or **FM Radio** mode. In **Music** mode, only MP3 or WMA files are played back and in **Recordings** mode, only microphone and FM radio recordings that are recorded by the player, are played back. To switch between modes, see "Music Playback" on page 4-4.

Your player also has Play Modes that allow you to change how your tracks are played back. For more information, see "Play Modes" on page 4-6.

Turning On/Off your Player

If your player contains no audio tracks, the message "No Music" or "No Recording" will appear onscreen, depending on whether you are in Music or Recordings mode.

Audio track filenames are sorted in alphanumeric order.

Remember to unplug the USB Flash Drive from your computer and insert it into the battery module before turning on the player.

To turn on your player

Press and hold the **Play/Pause** button ▶/II until your player turns on.

The **CREATIVE** logo appears onscreen, followed by the **MuVo TX FM** logo. Music tracks stored in your player are automatically played back.

To turn off your player

Press and hold the **Play/Pause** button ▶/II until the **Power off** message disappears.

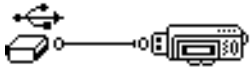
Disconnecting your Player

To disconnect your player in Windows XP, Windows 2000 or Windows Me

- Click the Safely Remove Hardware icon on the Taskbar, click Safely remove USB Mass Storage Device, and disconnect your player when you are prompted to do so.

To disconnect your player in Windows 98 SE

- Make sure that the icon below appears on the LCD screen for at least five seconds before disconnecting your player.



Music Playback

To add audio tracks to your player, see "Transferring Tracks or Files" on page 3-3.

If you are in **Recordings** mode and the **Recordings Mode** icon appears onscreen, do the following to return to **Music** mode.

To enable Music mode

1. Press the Scroller.
   The Main Menu (Figure 4-1) appears.

Figure 4-1

2. Scroll Select the **Music** icon (Figure 4-2).

Figure 4-2

If you are in **Music** mode and the **Music Mode** icon appears onscreen, do the following to return to **Recordings** mode.

To enable Recordings mode

1. Press the Scroller.
   The Main Menu (Figure 4-3) appears.

Figure 4-3

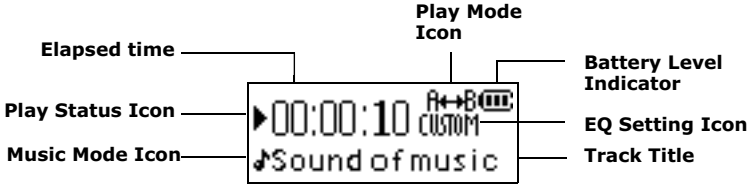
2. Scroll Select the **Recordings** icon (Figure 4-4).

Figure 4-4

Playing music tracks

Follow these steps to play music tracks.

1. Press the **Play/Pause** button ▶/II for a few seconds.
   The **MuVo TX FM** logo appears onscreen, and music tracks stored in your player are automatically played back.



To pause a track

Press the **Play/Pause** button ▶/II .

To stop a track

Press the **Play/Pause** button ▶/II to pause the track, and then turn the Scroller towards the right. The **Stop** icon ■ appears onscreen.

Play Modes

Only one Play Mode can be enabled at a time.

Your player has Play Modes that allow you to change how your tracks are played back.

The following Play Modes are available:

- A-B
- Repeat Track
- Repeat All
- Repeat Folder
- Track Once
- Shuffle Repeat
- Shuffle Once
- Shuffle Folder
- Normal

Play Modes are disabled by setting the “Normal” mode as described in "Normal mode" on page 4-11.

Repeating music

You can choose to repeat a track, folder, all tracks or a portion of a track.

1. Press the Scroller.
   The Main Menu (Figure 4-5) appears.

Figure 4-5

2. Scroll Select the **Play Mode** icon. A list appears (Figure 4-6).
3. Depending on which mode you want, follow the corresponding step:

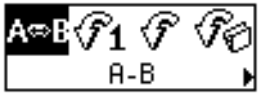


Figure 4-6

To repeat a track in the Playing List

Scroll Select the **Repeat Track** icon 1.
The **Repeat Track** icon 1 appears onscreen and the track is repeated continuously until you stop it or skip to another track.

To repeat a folder

Scroll Select the **Repeat Folder** icon .

The **Repeat Folder** icon appears onscreen and tracks in the current folder are repeated continuously until you stop them or skip to another folder.

Repeat Folder Mode is only available in Music mode.

To repeat all tracks

Scroll Select the **Repeat All** icon .

The **Repeat All** icon appears onscreen and all tracks are repeated continuously until you stop playback.

A portion of a track can only be repeated once; marking a new portion will automatically remove any markers in the track.

To repeat a portion of a track

1. Scroll Select the **A-B** icon A⇔B. The A⇔B icon appears, prompting you to select a start point for the portion of music to repeat.
2. Press the Scroller to mark the begining of the portion you wish to repeat.

   The A⇔B icon appears, prompting you to select an end point for the repeat function.
3. Press the Scroller again, to mark the end point of the portion of music to repeat. The marked portion of music is played back repeatedly.
4. To resume normal playback, enable “Normal” mode as described in "Normal mode" on page 4-11.

Shuffling music

The Shuffle Play Mode can be used to shuffle all tracks (or tracks in a folder) once, or to repeatedly shuffle all tracks.

1. Press the Scroller.
   The Main Menu (Figure 4-7) appears.

Figure 4-7

2. Scroll Select the **Play Mode** icon. A list appears (Figure 4-8).

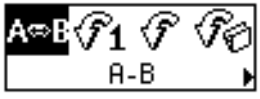


Figure 4-8

Depending on which mode you want, follow the corresponding step:

To shuffle all tracks once

Scroll Select the **Shuffle Once** icon.
The **Shuffle Once** icon appears onscreen and a track is selected in random sequence and played back. Playback stops once all the tracks in your player are played back once.

To shuffle a folder once

Scroll Select the **Shuffle Folder** icon.
The **Shuffle Folder** icon appears onscreen and all tracks in the folder are selected at random and played back. Playback stops once all the tracks in the folder are played back once.

To Shuffle Repeat all tracks continuously

Scroll Select the **Shuffle Repeat** icon.

The **Shuffle Repeat** icon appears onscreen. Tracks are in random sequence and played back continuously until you stop playback.

Playing a track once

When the Track Once Play Mode is enabled, playback stops once the current track ends.

1. Press the Scroller.
   The Main Menu (Figure 4-9) appears.

Figure 4-9

2. Scroll Select the **Play Mode** icon. A list appears.
3. Scroll Select the **Track Once** icon (Figure 4-10).

   The **Track Once** icon appears onscreen. Playback stops once the track ends.

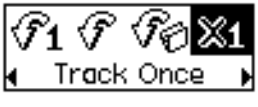


Figure 4-10

Normal mode

Once the "Normal" mode is enabled, each track is played back, from the first track to the last.

1. Press the Scroller.
   The Main Menu (Figure 4-11) appears.

Figure 4-11

2. Scroll Select the **Play Mode** icon. A list appears.
3. Scroll Select the **Normal** icon (Figure 4-12). All tracks play back normally.

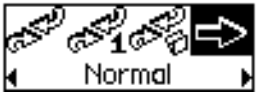


Figure 4-12

Listening to FM Radio

If there are no saved preset channels in your player, the "No preset found" message will appear on the screen.

With MuVo TX FM, you can listen to your favorite radio station. Your player can automatically scan for stations available in your region, and store the stations as presets for you. In FM Radio mode, your player will display the current radio channel and its preset number.

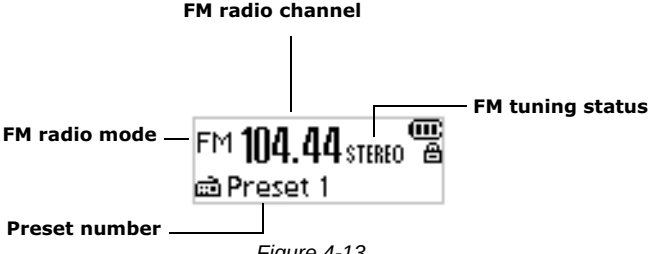


Figure 4-13

To change the FM region

Perform these steps first when scanning for stations for the first time.

1. Press the Scroller.
   The Main Menu (Figure 4-14) appears.

Figure 4-14

2. Scroll Select the **Settings** icon (Figure 4-15).
   A list appears.

Figure 4-15

3. Scroll Select the **FM Region** icon (Figure 4-16). A list appears.
4. Scroll Select the region that you are in.

Figure 4-16

To perform an autoscan and autosave

1. Press the Scroller.
   The Main Menu similar to Figure 4-17 appears.

Figure 4-17

2. Scroll Select the **FM Radio** icon (Figure 4-18).
   A radio frequency appears on the LCD screen (Figure 4-19).

Figure 4-18

3. Press the Scroller.

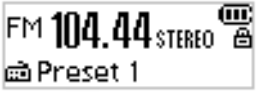


Figure 4-19

4. Scroll Select the **Autoscan** icon (Figure 4-20). The player scans and stores channels it detects. At the end of the autoscan, it plays the first channel.

Figure 4-20

To select a channel

1. Press the Scroller.
   The Main Menu similar to Figure 4-21 appears.

Figure 4-21

2. Scroll Select the **FM Radio** icon (Figure 4-22). A radio frequency appears on the LCD screen (Figure 4-23).

Figure 4-22

Figure 4-23

3. Turn the Scroller to select the preset channel you want.

If you do not see a preset channel, press the Play/Pause button.

To set a preset channel

1. Press the Scroller.
   The Main Menu similar to Figure 4-24 appears.

Figure 4-24

2. Scroll Select the **FM Radio** icon (Figure 4-25). A radio frequency appears on the LCD screen (Figure 4-26).

Figure 4-25

3. If you see a preset channel, press the **Play/ Pause** button ▶/II to switch to Manual Scan view. The preset channel disappears.
4. To scan for a channel, move the Scroller towards the right or left, and hold for one second.
5. Press the Scroller.
6. Scroll Select the **Save Preset** icon (Figure 4-27).
7. Turn the Scroller to select the preset number you want. Your channel is stored and appears at the bottom-left corner of your screen.
8. Repeat steps 2 to 6 to store another channel.

Figure 4-26

Figure 4-27

Turn the Scroller towards the right ▶▶ to increase the frequency or towards the left ◀◀ to decrease the frequency.

To delete a preset channel

1. Press the Scroller.
   The Main Menu similar to Figure 4-28 appears.
2. Scroll Select the **FM Radio** icon (Figure 4-29). A radio frequency appears on the LCD screen (Figure 4-30).
3. Turn the Scroller to select the preset channel you want.
4. Press the Scroller.

Figure 4-28

Figure 4-29

Figure 4-30

If you do not see a preset channel, press the Play/Pause button.

5. Scroll Select the **Delete Preset** icon (Figure 4-31).

Figure 4-31

6. Scroll Select the **Delete Preset x** icon (Figure 4-32). The preset channel is deleted and your MuVo TX FM plays the next available preset channel.

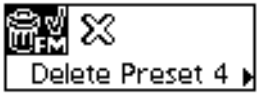


Figure 4-32

To switch to FM Preset view or Manual Scan view

In FM Preset view, you can see the preset channels and scroll from one preset channel to another. If you need to fine-tune the radio channel, switch to Manual Scan view.

1. Press the Scroller.
   The Main Menu similar to Figure 4-33 appears.

Figure 4-33

2. Scroll Select the **FM Radio** icon (Figure 4-34). A radio frequency appears on the LCD screen (Figure 4-35).

Figure 4-34

3. Press the Scroller.

Figure 4-35

4. Scroll Select the **Scroller mode** icon (Figure 4-36) to switch to the different views. Alternatively, you can press the **Play/Pause** button ▶/II to switch to the different views while playing a station.

Figure 4-36

Voice Recording

Another great MuVo TX FM feature is its ability to record voice and FM radio. Recorded voice is encoded directly into IMA ADPCM (at 8 kHz, 4-bit, Mono) file format and recorded FM radio is encoded directly into IMA ADPCM (at 16 kHz, 4-bit, Stereo) file format.

When recording, note that the available recording time is determined by:

- available space in your player
- battery power remaining in your player

When recording, you will see the time available for recording. You will also see a bar showing you the elapsed recording time.

Making a voice recording

You cannot pause and continue a voice recording.

To make a voice recording

1. Press the Scroller.
   Scroll Select the **Microphone** icon (Figure 4-37).
   The recording bar appears onscreen.

Figure 4-37

2. Press the **Play/Pause** button ▶/II to start the recording.

3. Press the **Play/Pause** button ▶/II again to end the recording. A name is automatically assigned to your recording and it is saved in your player. The naming convention used is: **VOC [Current File Number]**.

Recording FM Radio

When recording FM radio, you will see one bar showing you the time available for recording, and another showing you the elapsed recording time. Also the FM Radio icon appears in the bottom-left corner of the LCD screen.

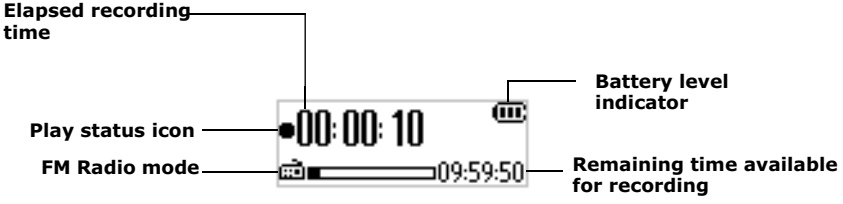


Figure 4-38

You cannot pause and continue a FM radio recording.

If you do not see a preset channel, press the Play/Pause button.

To make an FM radio recording

1. Press the Scroller.
   The Main Menu similar to Figure 4-39 appears.

Figure 4-39

2. Scroll Select the **FM Radio** icon (Figure 4-40).
   A radio frequency appears on the LCD screen (Figure 4-41).

Figure 4-40

3. Turn the Scroller to select the preset channel you want.
4. Press the Scroller.

Figure 4-41

5. Scroll Select the **FM Recording** icon (Figure 4-42).
   A recording bar appears on the LCD screen and recording starts.

Figure 4-42

6. Press the **Play/Pause** button to end the recording. A name is automatically assigned to your FM radio recording and the file is saved in your player. The naming convention typically used is: **FM [Current File Number]**.

To play voice and FM Radio tracks that you have recorded on your player, see "Playing Recordings" on page 4-19.

Playing Recordings

It is simple to play back the voice and FM Radio tracks you have recorded. In Recordings mode, your player will display the elapsed time, track number and file name of the recorded track.

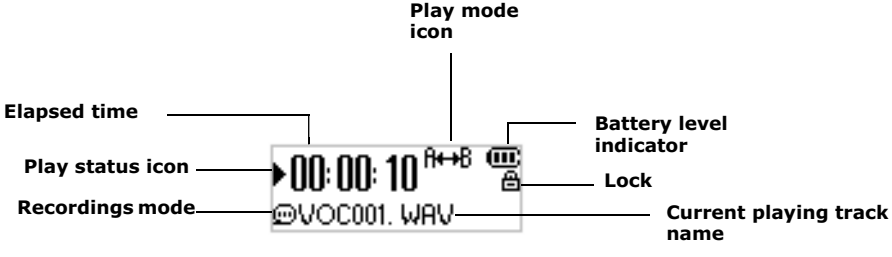


Figure 4-43

A recorded voice file name starts with "VOC" and an FM radio file name starts with "FM".

To play a recording

1. Press the Scroller.
   The Main Menu similar to Figure 4-44 appears.

Figure 4-44

2. Scroll Select the **Recordings** icon (Figure 4-45).

Figure 4-45

3. Scroll Select a recording you want to listen to.
   The track is played back automatically.

To delete a recording, see "Deleting Tracks" on page 4-23.

EQ Settings

Enhancing Your Music

Your player allows you to enhance your listening experience with EQ settings. EQ settings available in your player include:

- Normal
- Rock
- Pop
- Classical
- Jazz
- Custom EQ

You can use EQ settings while audio is being played back. This process is described in the following instructions.

1. Press the Scroller. The Main Menu (Figure 4-46) appears.

Figure 4-46

2. Scroll Select the **EQ** icon (Figure 4-47).

Figure 4-47

Depending on which EQ setting you want, follow the corresponding step:

To select Normal, Rock, Pop, Classical or Jazz

Scroll Select the EQ setting you want.
The selected EQ setting icon appears onscreen.

To define your own EQ settings

1. Scroll Select the **Custom EQ** icon. The **Custom EQ** screen (Figure 4-48) appears.

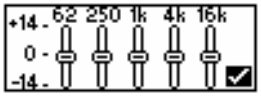


Figure 4-48

2. Five vertical control levers appears in the display. Each lever represents successively higher frequencies that can be controlled. 62 Hz controls bass frequency, 250 Hz adjusts the low mid-range frequency, 1 kHz adjusts the mid-range frequency, 4 kHz adjusts the upper mid-range frequency and 16 kHz adjusts the treble frequency.
3. Scroll Select each vertical control level. Use the Scroller to move the control knob up or down to vary the amount of boost or reduction in the selected frequency range.
4. Scroll Select the check mark to exit the **Custom EQ** window.

Skipping Folders

Your player can only recognize up to one sub folder level in the root directory.

This action skips the playback to a selected folder.

To skip to the next folder

1. Press the Scroller.
2. Scroll Select the **Skip Folder** icon (Figure 4-49).
3. Scroll to the folder that you want to skip to.
4. To resume normal playback, press the Scroller again.

Figure 4-49

Deleting Tracks

This action permanently deletes tracks from your MuVo TX FM.

To delete a track

1. In **Music** mode, select the track that you want to delete.
2. Press the Scroller.
3. Scroll Select the **Delete** icon (Figure 4-50). A list appears.

Figure 4-50

4. Scroll Select the **Delete** icon (Figure 4-51). The track's name appears onscreen and the track is permanently deleted from your player.

Figure 4-51

User Preferences

Your player offers many configuration options. You can:

- Change the LCD orientation
- Specify contrast settings
- Change the LCD screen's backlight duration
- Specify idle time duration before the player automatically shuts down
- Select the default language
- Access the information screen
- Select the FM region

These features are only available in Music Mode and Voice Mode.

1. Press the Scroller.
2. Scroll Select the **Settings** icon (Figure 4-52).
   A list appears (Figure 4-53).

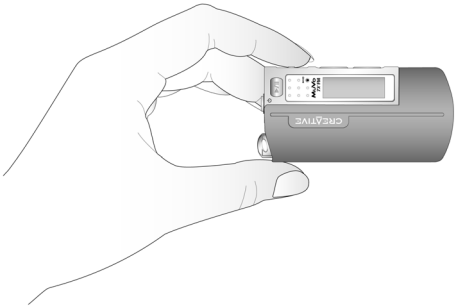
Figure 4-52

Figure 4-53

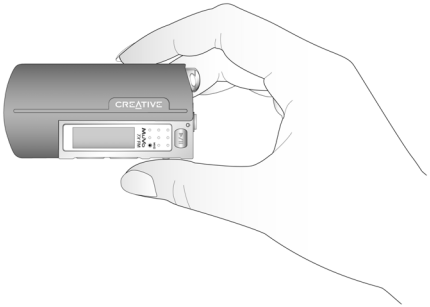
Rotating the LCD screen

MuVo TX FM has a handy feature: you can rotate the LCD screen by 180 degress. This may be useful for left-handed users. Follow the step below to rotate the LCD on your player.

To rotate the LCD screen 180 degrees



Using your left hand



Using your right hand

Scroll Select the **LCD Orientation** icon abc.
The LCD screen rotates 180 degrees (Figure 4-54).

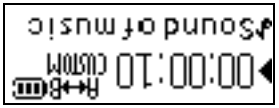


Figure 4-54

To set the contrast level for your player's screen

1. Scroll Select the **Contrast** icon. The **Contrast** screen (Figure 4-55) appears.
2. Use the Scroller to increase or decrease the LCD contrast. The lower the number, the lower the LCD contrast.

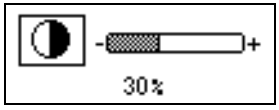


Figure 4-55

To adjust the screen backlight duration

1. Scroll Select the **Backlight** icon.
2. Scroll Select the backlight duration or disable it. A lower number setting conserves battery power for longer playback time.

To specify how long the player remains inactive before it automatically shuts down

1. Scroll Select the **Idle Shutdown** icon.
2. Scroll Select the duration you want the player to wait before automatically shutting down.

To change the default language

1. Scroll Select the **Language** icon.
2. Scroll Select the language that you want.

To view firmware version, total storage space, remaining available space and track count

1. Scroll Select the **Information** icon.

Locking and unlocking your Player

Locking your MuVo TX FM will disable all buttons except the scroller on the player. This feature is useful when you do not want any buttons (for example, **Pause**) pressed accidentally.

If you press a button while the player is locked, a popup window appears, prompting you to unlock the player. This popup is only displayed for five seconds.

To lock your player

1. Press the Scroller.
2. Scroll Select the **Lock** icon (Figure 4-56). The player is locked.

Figure 4-56

To unlock your player

1. Press any button. A popup appears (Figure 4-57).
2. Scroll Select the **Unlock** icon. The player is unlocked.

Figure 4-57

Formatting Your Player

Windows 98 SE users must install the MuVo TX FM drivers before formatting the player. For more information on driver installation, see "Installing Drivers and Software" on page 2-3".

Windows 2000 and Windows XP users must select the FAT file system only in the Format F:\ dialog box before formatting the player.

If you need to format your player, first backup the files on your player to your computer. When you format your player, all songs and files will be deleted. By default, your player is already formatted.

1. Connect your player to your computer's USB port.
2. Launch Windows Explorer on your computer. Your player is recognized as a Removable Disk in Windows Explorer.
3. Right-click the **Removable Disk** icon and click the **Format** option. The **Format f:** dialog box appears (replace **f:** with the drive letter of your player).
4. Follow the onscreen instructions to format your player.

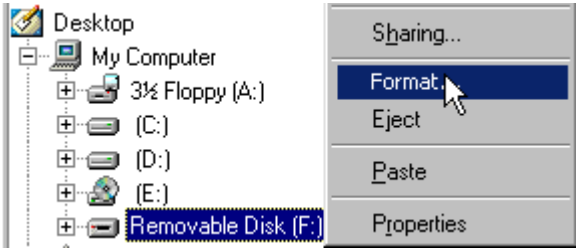


Figure 4-58

5. After the formatting is complete, make sure you stop your player before disconnecting it from your computer. See "Usage" on page C-3 for instructions on stopping your player.

For more information about using Windows Explorer, refer to its online Help.

A Technical Specifications

Technical Specifications

Size	❑ 36.7 mm (L) x 74.0 mm (H) x 16.0 mm (W)
Weight	❑ 32 g (without the battery) or 43 g (with a AAA battery)
Capacity	❑ 128 or 256 MB built-in memory
Battery type	❑ One Alkaline AAA size battery
Battery Life (playback time)	❑ MP3 128 kbps, up to 15 hours of continuous playback from new AAA alkaline batteries. ❑ WMA 64 kbps, up to 11 hours of continuous playback from new AAA alkaline batteries. The following may reduce the playback time: • skipping, fast forward or reverse during playback • using passive speakers or high-power headphones • long backlight timeout setting (more than 10 secs) • playback of .WMA files with a high bitrate and/or heavy bass ❑ FM radio, up to 12 hours of continuous playtime from new AAA alkaline batteries.
Playback Formats	❑ MP3 (at 8, 11.025, 12, 16, 22.05, 24, 32, 44.1 and 48 kHz) ❑ WMA (at 8, 11.025, 16, 22.05, 32, 44.1 and 48 kHz) ❑ WMA with Digital Rights Management (at 16, 22.05, 24, 32 and 44.1 kHz)
Recording Formats	❑ Voice: IMA ADPCM (at 8 kHz, 4-bit, Mono) ❑ FM Radio: IMA ADPCM (at 16 kHz, 4-bit, Stereo)
Signal to Noise Ratio	❑ Up to 90 dB

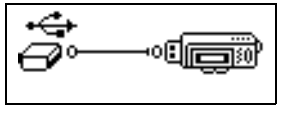
Channel Separation	❑ Up to 63 dB
Frequency Response	❑ 20 Hz~20000 Hz
Harmonic Distortion	❑ <0.05%
Operating System/ Firmware	❑ Upgradeable via Internet
Headphone Out	❑ 1/8" stereo minijack, 5~7 mW
LCD Display	❑ Large 96 x 32 pixel, blue EL backlit display
Data Connector	❑ USB 1.1 ❑ USB 2.0
Firmware Support*	❑ Programmable

* *Firmware upgrades are available from* ***www.creative.com***

B Onscreen Diagram and Icon Guide

Onscreen Diagram and Icon Guide

Information Diagrams

Diagram	Action/Meaning
	❍ your player is connected to your computer. To use your player, disconnect it from your computer.
	❍ files are being transferred to your player.

Playback Icons

The following icons appear onscreen when the associated playback action is used.

Icon	Action/Meaning
▶	❍ Play
❚❚	❍ Pause
■	❍ Stop
▶▶	❍ Forward
◀◀	❍ Reverse
▶❚	❍ Skip forward
❚◀	❍ Skip back

Play Mode Icons

Icon	Action/Meaning
1	❍ Repeat Track
	❍ Repeat Folder
	❍ Repeat All
1	❍ Shuffle Once
	❍ Shuffle Repeat
	❍ Shuffle Folder
1	❍ Track Once
A↔B	❍ Repeats a selected section of a track

Error Diagrams

If an error occurs, you may see the following diagram, indicating the general nature of the problem.

Diagram	Likely Causes	Suggested Action
	❍ physical defects ❍ numerous high-impact shocks	❍ call Technical Support
	❍ unexpected power loss while saving settings	❍ download a newer firmware version ❍ reload firmware ❍ call Technical Support
	❍ player is unable to perform the selected task (for example, deleting a file)	❍ clear your player's memory ❍ call Technical Support
	❍ unsupported file system ❍ corrupted file system	❍ check that the file system you have selected during formatting is FAT only ❍ use ScanDisk to check your player

Diagram	Likely Causes	Suggested Action
Unsupported format VOC.000001.WAV	❍ unsupported file format	❍ check that the file you are trying to play back is a .WMA, .MP3 or recorded voice file
No free space	❍ the player's low remaining storage space is depleted; recording cannot proceed	❍ delete some files
	❍ battery is depleted, player cannot start up	❍ insert a new battery

C Frequently Asked Questions and Troubleshooting

FAQs and Troubleshooting

AutoPlay

What do I do when the installation does not start automatically after the Installation CD is inserted?

The AutoPlay feature in your Windows system may not be enabled.

To start the installation program through the My Computer shortcut menu

1. On your Windows desktop, double-click the **My Computer** icon.
2. Right-click the CD-ROM drive icon, and then click **AutoPlay**.
3. Follow the onscreen instructions.

To enable AutoPlay through Auto Insert Notification

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Device Manager** tab and select your CD-ROM drive.
4. Click the **Properties** button.
5. Click the **Settings** tab, and then select **Auto Insert Notification**.
6. Click the **OK** button.

To start the installation program through Windows Explorer

1. in Windows Explorer, search and locate the **d:\ctrun** folder (replace **d:** with the drive letter of your CD-ROM drive).
2. Double-click the **ctrun.exe** file.

General

Where can I get official information on all MuVo products?
Visit **www.creative.com** for updates and downloads relating to all MuVo products, Creative's MP3 players and accessories.

Windows XP tells me that the software for the player is not certified. What do I do?
At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to the one below appears.

You may see this message when installing this driver or update. If you do, you may choose to click the **Continue Anyway** button. Creative has tested this driver or update on Windows XP, and it does not impair or destabilize your computer.

Usage

After playing a sequence of tracks, the player skips a track.

The player will only play valid formats (.MP3, .WMA or .WAV recordings). Other types of files will be skipped.

Files/tracks are corrupted when transferred to the player.

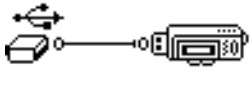
Transfer may have been interrupted. Before disconnecting your player from your computer, make sure that you stop your player properly first.

To stop your player in Windows XP, WIndows 2000 or Windows Me

- Click the **Safely Remove Hardware** icon on the Taskbar, click **Safely remove USB Mass Storage Device**, and disconnect your player when you are prompted to do so.

To stop your player in Windows 98 SE

- Make sure that the icon below appears on the LCD screen again for at least five seconds before disconnecting your player.



The player turns off immediately after it is turned on.

Do one or more of the following:

- format your player. For more information, refer to "Formatting Your Player" on

page 4-28.

- use fresh batteries if batteries used are depleted.

Can I use the MuVo TX FM for portable data storage?

Yes, you can.

I have to change the battery quite often. Is there anything I can do to make it last longer?

Some operations consume more battery power:

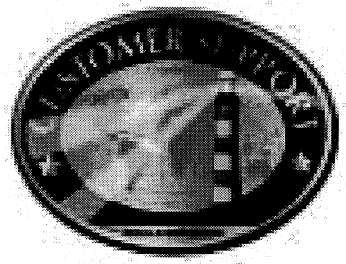
- a long backlight timeout setting. A shorter timeout conserves battery power.
- a high contrast setting. Position the player so that you can read the display without using a high contrast setting.
- too much use of fast forward/reverse.
- turning the player on/off too many times.
- use of passive speakers or high-powered headphones.
- playback of .WMA files

Digital Rights Management

Can I play DRM-protected WMA files on my MuVo TX FM?

Yes.

Creative Technical Support



At Creative, in addition to giving you the best products, we are committed to supporting you by providing a comprehensive suite of eService options complemented by telephone support.

Creative's eService options outlined below are designed to assist you if you have a question or problem installing or using your Creative product. Before accessing these eService options, it is important to have the following information ready:

- ❑ The serial and model numbers of your Creative product (found at the back of the product). Information on identifying your model number is available in the **Support** area of the Creative regional websites.
- ❑ Computer type and speed (for example, Pentium II 233MHz).
- ❑ Details of your problem such as error messages, hardware conflicts etc.
- ❑ Motherboard information: BIOS manufacturer/version and chipset manufacturer
- ❑ Type and version of your operating system (for example, Windows 98SE).
- ❑ Place and date of purchase

To access these eService options, go to **www.creative.com,** select your region and go to the **Support** area.

eService Options

Knowledgebase*

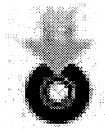
Available online - 24 hours

Creative's Knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution to your particular problem. The Knowledgebase also provides access to Frequently Asked Questions (FAQs) and Technical Specifications on the Creative product range.

eMail

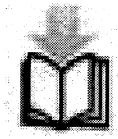
Should you not obtain a solution to your question using our Knowledgebase system, you can contact our support staff through email by completing our web based email query form (see also the **Creative Technical Support Centers** section for information on regional email addresses). You must have registered your product to access this service.
Please see Registering your Product on page 3 for more details.

Driver/Firmware



The Creative web site offers a range of updates and drivers for our products in a variety of operating systems.

Product Documentation



Browse Creative's extensive library of product installation and user manuals to find documentation for your Creative product.

Telephone

Should you not obtain a solution to your question, or if you do not have web site access, then you can contact our service support team via telephone. Telephone numbers can be found in the **Creative Technical Support Centers** section. You must have registered your product to access this service.
Please see Registering your Product on page 3 for more details.

* *For European Knowledgebase, native language support provided in English, French, German, Italian and Spanish*

Registering your Product

In order to receive Technical Support by phone or email, it is necessary to register your product. You can do this when installing your product or, alternatively, you can go to **www.creative.com/register** and register online.

There are a host of other benefits to registering your product such as:

- ❑ Email notifications of attractive promotions and events.
- ❑ Hot news and tips on the latest and upcoming products that fully complement what you have already purchased.

We assure you that all information you provide will be kept strictly confidential, and that you have the choice to opt in or out of mail listings. Your information is protected by our Privacy Policy. For Australian users, visit the Private Policy address at **www.australia.creative.com** or email at **privacy@clau.creative.com**

Product Returns

Please retain all product contents and packaging until you are fully satisfied with your product. **It is very important to keep your Proof of Purchase for the duration of the Warranty period, as it is necessary should you have a product defect and need to return your product.**

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and take the appropriate action as detailed below:

Americas

Please refer to the **Returning your Product for Repair/Replacement** section on page 4.

Europe

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the Dealer/Retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the Dealer/Retailer replacement/credit terms. If your product is more than 30 days old and within warranty, please refer to the **Returning your Product for Repair/Replacement** section on page 4.

Asia Pacific region

Please contact the dealer who sold you the product. Your dealer may be able to assist you. If you are unable to do so, contact your local authorised distributor or the relevant Creative Technical Support Center. For details on your nearest authorised distributor and Technical Support Center, visit the Asia website at **www.asia.creative.com/support/warranty**

Note: Product returns shall only be accepted if the product is purchased from authorised dealers.

If you are returning a product for factory service, please refer to the **Returning your Product for Repair/Replacement** section below. For warranty terms and conditions, please go to **www.asia.creative.com/support/warranty** and select your region, if necessary.

Returning your Product for Repair/ Replacement

Creative requires that all returns for repair/replacement must be first issued with a Return Merchandise Authorization (RMA) number. To return a product for factory service, contact the regional Creative Technical Support Center. Once the staff has verified that the product is defective, you will be given an RMA number.

When returning a product for factory service:

- ❑ You will be asked to supply a dated Proof of Purchase, to validate your Warranty,
- ❑ Shipment to Creative is at your expense and you assume all risk. If necessary, ship the package through a carrier that provides proof of delivery. Insure the shipment at full product value.
- ❑ Write the RMA number on the outside of the package. Creative cannot accept any return that does not include an RMA number on the package.
- ❑ You should only return the defective item(s) and mail it to the address provided by the Technical Support Center.
- ❑ Use proper materials for packing the item(s) for shipment.

Shipping Tariffs

Outside the United States & the European Union

To avoid tariffs when shipping a product to Creative from outside the US or the EU, or from zones with special tax status, you must complete the relevant customs documentation before shipping the product. To ensure delivery, Creative may include charges for return shipment.

Creative Technical Support Centers

Americas - *Native Language support provided*

Language:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
English	Creative Labs Inc. Technical Support, 1523 Cimarron Plaza, Stillwater, OK 74075 U.S.A.	405 742 6622	405 742 6633	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	See: www.americas. creative.com for contact details.
French	Creative Labs Inc. Support Technique, 1523 Cimarron Plaza, Stillwater, OK 74075 Etats-Unís.	405 742 2385	405 742 5227	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	support_technique@ creativelabs.com
Brazilian	Creative Labs Inc. Assistência Técnica, 1523 Cimarron Plaza, Stillwater, OK 74075 EUA.	405 742 2380	+1 405 742-6613	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	suporte@creative- labs.com
Spanish	Creative Labs Inc. Soporte Tecnico, 1523 Cimarron Plaza, Stillwater, OK 74075 EE.UU	405 742 2380	+1 405 742 6613	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	soporte@creative- labs.com

Creative Technical Support Centers

Europe - *Native Language support provided*

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
United Kingdom	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333200	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Germany	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380000	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Ireland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 8207555	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
France	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333220	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Spain	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380020	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Italy	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333210	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

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Austria	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380060	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Belgium	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333291	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Holland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333272	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Switzerland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380070	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Portugal	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380010	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Denmark	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333230	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Finland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333270	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

Creative Technical Support Centers

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Norway	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333240	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Sweden	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380030	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Czech Republic	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333280	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Poland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380040	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Hungary	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333290	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Russia	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380080	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

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Asia Pacific region - *Unless otherwise stated, support is in English*

Country/ Region:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Australia & New Zealand	Creative Labs Pty Ltd. Shop 3-5, 524 Parramatta Road, Petersham, NSW 2049, Australia Postal address: PO Box 257 Leichhardt, NSW 2040	Australia (02) 9021-9898 (Technical Support) (02) 9021-9800 (Main) New Zealand (61-2) 9021-9898	Australia (02) 9021-9899 New Zealand (61-2) 9021-9899	8:30 a.m - 5:30 p.m Monday - Friday Eastern Standard Time (except public holidays)	www.australia.creative.com	www.asia.creative.com/support/contact
Japan	Creative Media KK 3F Kanda Eight Bldg., 4-6-7 Soto Kanda, Chiyoda Ward, Tokyo 101-0021 Japan	(81-3) 3254-0393	(81-3) 3254-9820	10:00 a.m - 12:00 p.m & 1:00 p.m - 5:00 p.m Monday - Friday (except public holidays)	www.japan.creative.com (in Japanese)	http://japan.creative.com/support/contact/email-form.asp (in Japanese) http://asia.creative.com/support/contact2/email-form.asp (in English)
Taiwan	Creative Labs Taiwan Co., Ltd., 15F No.163 Keelung Rd. Sec 1, Hsin Yi District, Taipei 110-42 Taiwan	(886-2) 2748-2988 [Extensions 601 and 602]	(886-2) 2748-2989	9:00 a.m - 12:00 p.m & 1:00 p.m - 6:00 p.m Monday - Friday (except public holidays)	www.taiwan.creative.com (in Traditional Chinese)	http://europe.creative.com/support/contact/asia/emailformbig5.asp (in Traditional Chinese) http://asia.creative.com/support/contact2/email-form.asp (in English)
Hong Kong & Macau	Creative Labs (Hong Kong) Ltd., Unit 27-31, 9/F, Hong Kong International Trade & Exhibition Centre, No. 1 Trademart Drive, Kowloon Bay, Kowloon, Hong Kong	(852) 2148-6151 or (852) 2148-6152	(852) 2331-2151	9:15 a.m - 12:15 p.m & 1:45 p.m - 5:45 p.m Monday - Friday 9:15 a.m - 12:45 p.m Saturday (except public holidays)	www.asia.creative.com/hongkong	http://europe.creative.com/support/contact/asia/emailformbig5.asp (in Traditional Chinese) http://asia.creative.com/support/contact2/email-form.asp (in English)

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Country/ Region:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Mainland China	Creative Hohan Technology Ltd (Headquarters) 15 Wanquanzhuang Road, Haidian District, Beijing 100089 People's Republic of China **Postal Address:** P O Box 8968 Beijing 100089 People's Republic of China	From Mainland: (010) 8255-1800 [Extensions: 8301 ~ 8304] From abroad: (86-10) 8255-1800 [Extensions: 8301 ~ 8304]	From Mainland: (010) 8255-1800 [Extension: 8300] From abroad: (86-10) 8255-1800 [Extension: 8300]	9:00 a.m - 6:00 p.m Monday - Saturday (except public holidays)	www.china.creative.com (in Simplified Chinese)	http://europe.creative.com/support/contact/asia/emailformgb.asp (in Simplified Chinese) http://asia.creative.com/support/contact2/emailform.asp (in English)
Singapore & all other Asia-Pacific countries	Creative Technology Ltd., 31 International Business Park, Creative Resource, Singapore 609921, Republic of Singapore	(65) 6895-4100	(65) 6895-4550	11:00 a.m - 7:00 p.m Monday - Sunday (except public holidays)	www.asia.creative.com	http://www.asia.creative.com/support/contact2/emailform.asp

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Creative Limited Warranty

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In order to ensure an efficient and speedy service from Creative in providing you with a suitable remedy, we would respectfully ask you to conform with the information contained in the 'Product Returns' section of the Technical Support documentation accompanying this product.

Creative further warrants the repaired or replaced product to be free from defects in material and workmanship for a period of ninety (90) days from the date of repair or replacement, or the remainder of the warranty period, whichever is the greater. If Creative undertakes repair or replacement of the product, Creative may use new or reconditioned parts, and any returned parts or product from you that have been replaced become the property of Creative. Please note that the return procedures do not apply to Creative products that are not sold in Creative's retail packaging or Creative products that are obtained as a result of the purchase of a non-Creative product.

To the extent permitted by applicable law, your Warranty does not apply to normal wear and tear; damage or loss of data due to interoperability with current and/or future versions of operating system or other current and/or future software and hardware; alterations (by persons other than Creative or its authorized repair agents); damage caused by operator error, or non-compliance with instructions as set out in the user manual or other accompanying documentation; damage caused by acts of nature such as floods, storms, fires, and earthquakes, etc; products evidencing the product's serial number has been tampered with or removed; misuse, neglect, and improper handling;; damage caused by undue physical or electrical stress; counterfeit products; damage to or loss of a product during shipment to or from Creative; damage or loss of data caused by a computer virus, worm, Trojan horse or memory content corruption; failures of the product which result from accident, abuse, misuse (including but not limited to improper installation, connection to incorrect voltages, and power points, or failures caused by products not supplied by Creative); damage caused by moisture, corrosive environments, high voltage surges, shipping, or abnormal working conditions; damage caused by any batteries or other power source not provided with the product; or any accompanying items not bearing the Creative serial number provided with the product, or in the case of communications products, the use of the product outside the borders of the country intended for use (as indicated by local telecommunication approval stickers).

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